



## **The Glynn House Inn ~ Ashland NH**

The Glynn House Inn is located in Ashland, New Hampshire. After spending a night in this lovely NH B&B, I had a chance to sit down with the innkeepers for this interview.

**Q: How do you make a stay at your B&B special?**

**A:** Provide exceptional hospitality.

**Q: Which is your personal favorite room?**

**A:** Roosevelt Deluxe Suite.

**Q: What would you say someone who hasn't stayed at a B&B?**

**A:** Try it!

**Q: When did you choose to become innkeepers?**

**A:** Decision was made over 20 years ago.

**Q: What type of staff do you have?**

**A:** Family members and teenage housekeepers. We have an intern who is here on staff as well.

**Q: What is the most interesting thing that has happened to you as innkeepers?**

**A:** Developing and implementing viable Internet marketing techniques.

**Q: What is your favorite part about being an innkeeper?**

**A:** Marketing and customer relations.

**Q: What is your least favorite part of being an innkeeper?**

**A:** Unanticipated repairs.

**Q: When did you first stay at a B&B?**

**A:** 1969 in the UK

**Q: What do you remember most about your first stay in a B&B?**

**A:** The majority of the initial B&B's I stayed in were dreadful.

**Q: What advice would you give to people who are interested in becoming innkeepers?**

**A:** Ensure that you have significant and multi disciplined business experience and enjoy guests.

**Q: How long did you debate whether to become innkeepers?**

**A:** The topic was discussed for 20 years.

**Q: What do you remember most about your first months as an innkeeper?**

**A:** The first months were quite exciting, as we worked through a project plan and gained experience.

**Q: What are some of the unique things about Ashland?**

**A:** Ashland is the perfect base for guests who want to explore NH's Lakes & Mountains as well as parts of Southern Maine and parts of Vermont. Weirs Beach is nearby and a popular place for Bike Week in June.

**Q: What is there to see and do in Ashland?**

**A:** Ashland has museums, craft shops and restaurants, but the real draw is the access Ashland provides to all the recreation activities and historic sites available in the local area.

**Q: Are there any good books about becoming an innkeeper?**

**A:** There are plenty of silly books about owning and operating an inn. The preparation is solid business experience.

**Q: What is special or unique about Glynn House Inn?**

**A:** The buildings have character and charm. The décor in public and guest rooms reflects rural elegance. Guests tell us what's really special is the genuine hospitality they receive.

**Q: Describe your rooms and the theme and features each one has.**

**A:** Individual guest room descriptions and photos can be viewed on our web site. Décor in each is elegant. Furnishings include a mix of antiques and contemporary pieces. Upholstered chairs, sofas and beds are exceedingly comfortable. Each room is furnished with modern amenities, i.e. WiFi, LCD TV, satellite connections, DVD players and iPod radios. Each room is named after a President and is decorated accordingly.

**Q: When is your busiest time of the year?**

**A:** Autumn because of the fall foliage season here in NH.

**Q: When is your least busy time of the year?**

**A:** April

**Q: What type of breakfast do you normally serve?**

**A:** Gourmet, multi course with choice of juices and entrees. Generally a muffin is served first with fruit and then the main course is served.

**Q: What did you and your family do before you became innkeepers?**

**A:** Corporate leadership roles.

**Q: What is the history of the inn?**

**A:** Inn has had three owners including ourselves over the past 21 years. Buildings were private residences prior.

**Q: Do you accept pets?**

**A:** Yes, we have pet friendly rooms for our four-legged guests.

**Q: Do you accept children?**

**A:** Yes.

**Q: What add-ons packages do you offer?**

**A:** See our special touches page. We offer things like movie packs and chocolate covered strawberries.

**Q: What special discounts do you offer?**

**A:** Military, police, firefighters, NH residents, seniors and a wide range of others

**Q: What are some of the inn amenities?**

**A:** See our amenities page

**Q: What are some of the room amenities?**

**A:** See our room amenities page.

**Q: What does your afternoon refreshment consist of and what time?**

**A:** Freshly baked cookies, cakes or other seasonal items around 3:00pm.

**Q: What do your wine and hors d'oeuvres consist of and what time?**

**A:** Hors d'oeuvres vary. They may include crackers, cheese and fruit trays. Service is between 5.30 and 6.30 PM.

**Q: What does your evening snack consist of and what time?**

**A:** Cookies or other baked goods throughout the evening hours.

**Q: What does your gift shop have?**

**A:** We have sweatshirts, coffee mugs, pewter and other gifts.

**Q: Explain your referral points program.**

**A:** Guests who refer individuals who haven't stayed at the Inn receive 25 points worth the equivalent in dollars when someone they send checks in.

**Q: Is the Glynn House Inn a 'green' inn?**

**A:** Yes.

**Q: What is the furthest you have had a guest travel to your inn?**

**A:** Australia.